

JOB DESCRIPTION

Department: I/T

Job Title: Help Desk Administrator

Job Summary: Provide user support and customer service on an organizational supported computer applications and platforms. Troubleshoot problems and advise on the appropriate action.

Supervision Received: I/T Coordinator & I/T Manager

Supervision Exercised: None

Essential Job Functions:

- Respond to requests for technical assistance in person, via phone, and electronically.
- Diagnose and resolve technical hardware and software issues.
- Research questions of I/T technical nature using all available resources.
- Advise employees on appropriate action in using organizational software.
- Log all help desk interactions and notate trending problems to alert I/T Techs and I/T Manager.
- Must maintain daily log and status on all projects in process and tentative date of completion.
- Data base administration and log up keep.
- Redirect problems to appropriate to I/T Manager
- Required on-call status 24/7.
- Perform all other duties as assigned

MINIMUM QUALIFICATIONS

Education:

- High school diploma or GED equivalent
- Minimum of two years of help desk I/T experience (preferred)

- A+ certification (preferred)

Knowledge, Skills, and Abilities:

- Ability to work with small, delicate, and sensitive equipment (knives) requiring fine finger dexterity.
- Must be able to work with low, medium and high heat.
- Must possess excellent customer relations and communication skills.
- Must have ability to use good judgment in intense situations.
- Must have basis general math skills.
- Must be able to follow all instructions, written and oral.
- Must have good written and verbal and communication skills.
- Must be able to lift and carry objects up to 50 pounds.
- Must present a professional and well-groomed appearance.
- Must possess good organizational skills.
- Must have ability to multi-task in a fast pace environment.
- Must be able to work in a casino environment where second hand smoke, loud noises and flashing lights are present.
- Must be able to work extended hours outside of normal business hours.

Training and Experience:

- Prefer six (6) months of help desk experience preferred.

Licenses/Certifications/Other:

- Must be able to pass background check and receive a gaming license from the Delaware Nation office of the Gaming Commission as required to work in gaming operations.
- Must be able to complete pre-employment drug test with a negative result.

Employee _____ Date _____